

David Warren
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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I understand that you are being petitioned by AT&T and its trade association, US Telecom, to take away access to unbundled network elements that are critical to innovative fiber optic networks. I urge you to reject that petition in the interest of encouraging competition in the marketplace.

I left AT&T because the company treated me like a cash target: Every time I contacted them and every time they contacted me they tried to sell me something. Their sales effort was their priority at the expense of my service needs. Because AT&T thinks it has its customers "over a barrel" (thinks we cannot go elsewhere to get voice and Internet service), it drives up its prices on an almost annual schedule. When I experience a problem, it takes me at least 2 minutes (& often double that) of navigating their telephone menus to reach a person who can help me. And when I finally reach someone, s/he tries to sell me something and often cannot answer my question or solve my problem and ends up referring me to someone else (who tries to sell me something).

When I found Sonic Internet & Phone (Sonic.com) it gave me personal service, phone and DSL service at almost half the cost of AT&T, and the service was much better (DSL is at least 25% faster). Reaching a representative or technician is a matter of seconds. They value me as a customer and it is clear that my needs & satisfaction is my priority. Without access to unbundled network elements, Sonic would find it difficult to impossible to service its customer base.

With Sonic.com I have optic fiber service. It is essential to my home communications. Please reject the petition of US Telecom.

Sincerely your,

David Warren
Berkeley, CA

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